

# Web Site User Manual V1.63

## Contents.

Sy		Overview		
1		ore Using The Website õ		
	1.1	Fleet information		
		Vehicle groups		4
2		ging In		
3		ection Tabs		
4	Quid	ckView Screen	. 7	
5	Dep	ots Screen	. 8	
	5.1	The fuelling and fuel stock records audit trail		9
	5.2	Fuel storage tanks		10
	5.3	How to enter a fuel stock delivery onto the system		11
	5.4	How to adjust the volume of fuel stored in a tank		
	5.5	How to enter a manual fuelling record onto the system		
	5.6	Pumps		
6	Veh	icle Groups Screen		
7		icles Screen		
	7.1	Sorting		
	7.2	Filtering		
	7.3	Viewing or editing the details of an existing vehicle		
	7.4	Assigning a new vehicle onto the system		
	7.5	Configurable vehicle details		
	7.6	Offsite fuel entry		
8	_	r Groups		
9		rs Screen		
9	9.1	Sorting		
	9.2	Filtering		
	9.2	Viewing or editing the details of an existing user		
	9.4	Assigning a new user onto the system		
40	9.5	Configurable user details		
IC		ninistration Screen		
	10.1	Security		
	10.2	Fuelling data import		
	10.3	Fuelling data export		
	10.4	Transaction editor		
11	•	orts.		
	11.1	How to print a report or export into Excel		30
12		quently Asked Questions - FAQos		
		Why do pumps become disabled		
		Why has a vehicle been automatically locked out ?	••••	31
	12.3	There is a discrepancy between the actual tank stock and the system book		
		stock . what can cause this ?		32
	12.4	How do I correct a discrepancy between the actual tank stock and the system		
		book stock ?		
	12.5	How do I tell the system about fuel deliveries ?		
	12.6	laye lost an ID tag and need to stop it being used . how do I do this?		32
	12.7	How do I transfer an existing vehicle to a new ID Tag?		32
13	3 App	endix 1	33	
	13.1	Fleet data gathering form		33
14	l App	endix 2 . Report Examples	34	
	14.1	Transaction report		34
	14.2	Vehicle fuel usage report		
	14.3	Pump throughputs report		
	14.4	Driver assignment report		
	14.5	Vehicle assignment report		
	14.6	Group fuel usage report		
15	-	endix 3		- 3
	15.1	Transaction alarm codes		40
				_

### **System Overview**

The Jigsaw Online Fuel Management System is made up of just two major components, the fuel island controller on your fuel island, and the Jigsaw web site. The fuel island controller manages all of the on-site control functions in response to information fed directly to it, in real time, from the web site.

The system makes full use of communication and Internet technology which is now taken for granted in most walks of life. Data is passed to and from the fuel island using the same technology as is used in mobile phones, so that there is no requirement for expensive cabling, and yard disruption. The Mobile Network links directly to the Internet so that data leaving the fuel island is reliably routed to the Jigsaw Website as it happens on site.

### 1 Before Using The Website ...

Before using the web site, itc important to gather the information on your fleet. Also, you need to decide what kind of reports you are going to need, and how the data gathered is going to be passed to the people who need it.

#### 1.1 Fleet information

First, you need a list of all the vehicles you wish to be able to use the fuel island. In some fleets, the vehicle will only have a registration number, in some, just an allocated fleet number, some may have both. This primary identification will form the basis of your fleet listing. In addition to vehicles, you may have plant equipment which also requires fuel. To account for every drop of fuel running through your system, make sure that you include equipment such as lawn mowers, chain saws, tractors even fuel cans.

Appendix 1 gives a typical layout for a data gathering sheet for your fleet. Fill in as many of the fields as possible.

#### 1.2 Vehicle groups.

Once you have a current fleet listing, you need to decide on how reports on the fleet will be structured. Your fleet will have natural divisions in it such as make, type, use or department. You can define up to four divisions or groups for your fleet, each with unlimited entries. As an example, you may define one group as vehicle make, with categories such as Volvo, Scania, Leyland, Ford, the next as Vehicle Model, the next as Vehicle Type (eg Van, Tractor, Artic, Rigid, Plant). Even after this, there is still one spare!

Once you have decided on the vehicle groupings, add these to the vehicle list you created earlier.

### 2 Logging In

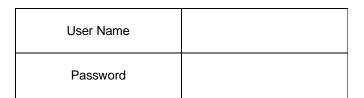
The Jigsaw Web Site is accessed through a standard web browser such as Windows Internet Exploreri . Enter <a href="www.jigsawm2m.com">www.jigsawm2m.com</a> into the browser address bar and then launch the browser.

A screen similar to the following will be displayed:



Enter your User Name and Password and then click the Log In+button. If you have not been issued with a user name and password, get in touch with your supplier as soon as possible, as you cand access the site without one.

Make a note of your User Name and Password here if security permits.



#### 3 Selection Tabs

Across the top of all screens there is a tab bar containing the following selectable options:



On your system, any unused tabs will be % reyed out+as shown above on the Users and User groups tabs.

The QuickView+tab is the default system page.

The \( \mathbb{D}\)epots+ tab allows you to view the latest information regarding the fuelling depots being monitored. If your system monitors more than one fuelling depot then a pull down selection box allows you to switch views between depots.

The Wehicles+tab is where you will input and maintain all vehicle details. This tab also gives access to the latest fuelling transactions for each vehicle.

The Wehicle Groups+tab is where you set up the reporting groups for the vehicles. The Vehicle Groups should be decided on and set up before adding your fleet to the system.

The % sers+tab is where driver information is input on to the system.

The Waser Groups+tab is where drivers can be grouped for reporting purposes.

The %dministration+tab is where passwords are set up, and maintained. Third party fuelling information is also entered into the system here.

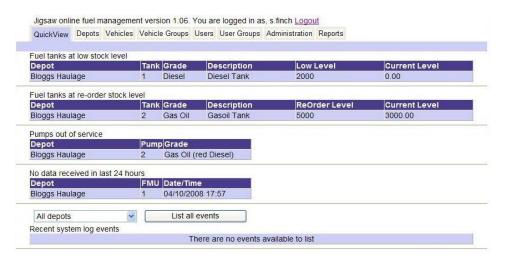
Finally, the Reports+tab is where you can generate and print out various reports on your fleet.

#### Note

The function of each of these tabbed pages is described further in the following pages.

#### 4 QuickView Screen

Once you have logged in to the web site, you will be directed to the following screen:



This is the QuickView screen. This screen will give you a brief overview of the current status of your system including any issues requiring immediate attention, such as low fuel stocks or pumps out of service.

You will notice that the main body of the screen consists of several status reports.

The first is a list of any fuel tanks which have fallen below their pre-assigned critical low stock level.

The second is a list of any fuel tanks which have fallen below their pre-assigned reorder level.

The third is a list of all pumps currently registered as being out of service.

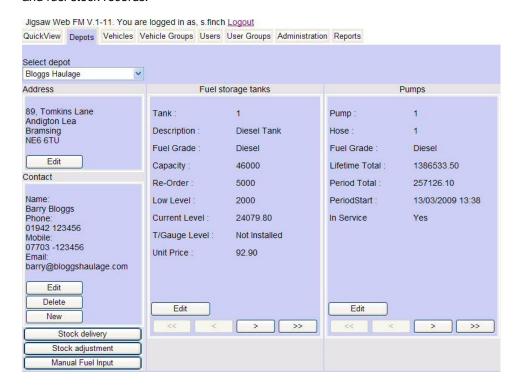
The fourth is a list of all fuelling locations at which fuelling has not been registered within the previous 24 hours. This may indicate an issue with the communications link.

**Note:** If you are using the system to manage more than one site, then issues on all sites will be listed enabling you to manage many fuelling sites as simply as one.

Finally, there is a system activity log report. This may include stock deliveries, attempted use of locked out tags, unauthorised fuellings etc. This report may be filtered by both site and alarm priority. The report defaults to all sites and high priority alarms only.

### 5 Depots Screen

The Depots screen is split into two sections. The top section (shown below) gives a current status view of the site whilst the lower section provides an audit trail of fuelling and fuel stock records.



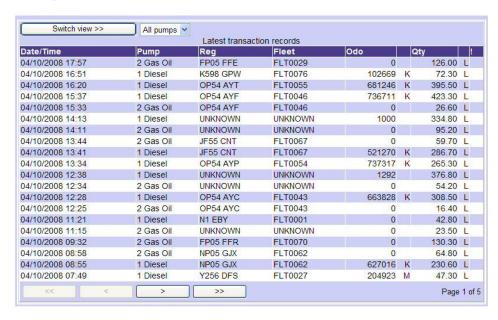
This screen provides the depot details and also the current status of the fuel tanks and pumps. On a system monitoring multiple fuelling depots, the required depot is selected from the drop down list at the top left of the screen.

Use the paging buttons (shown below) to view the individual tank and pump details.



#### 5.1 The fuelling and fuel stock records audit trail

By default, the last 100 fuelling records for the selected depot are displayed as in the example below. The records may be filtered for individual pumps by selecting from the drop down list.



The final column of the fuelling records list (marked by  $\pm 0$ ) may contain a 2 character alarm code to denote a record other than a standard fuelling record. A list of these codes may be found in appendix 3.

Clicking the Switch view button toggles the fuelling and fuel stock records. A typical fuel stock audit trail is shown below. The records may be filtered for an individual tank by selecting from the drop down list.



#### 5.2 Fuel storage tanks

The information displayed is as follows:

Tank The fuel tank number

Description A meaningful description of the fuel storage tank.

Fuel Grade The fuel type stored

Capacity The maximum storage capacity.

Re-Order The volume below which a re-order alarm is triggered (See

QuickView screen)

Low Level The volume below which a low stock alarm is triggered (See

QuickView screen)

Current Level The current volume of fuel in the tank

T/Gauge Level The volume of fuel monitored by a remote tank gauge (If

fitted)

Unit Price The unit price (pence per litre) of the last fuel delivery

entered into the tank

Updated The time at which the data was refreshed

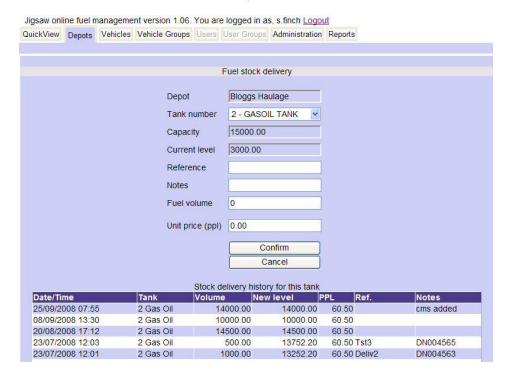
Note: The Re-Order, Low Level and Current Level fields will be displayed in red if the current level falls below the configured alarm levels.

The Edit button allows you to modify the basic details of the tank as shown below. Click the Update button to save your changes or the Cancel button to discard them.



#### How to enter a fuel stock delivery onto the system 5.3

Clicking on the Stock delivery button will give you a screen similar to the one below. This screen allows you to enter the stock delivery onto the system and also gives an audit trail of the most recent stock delivery records for the selected tank.



The information required is as follows:

Tank number Selectable from the dropdown list. Reference Typically the delivery note or order number. Notes Any other information regarding the delivery. Fuel volume

The volume of fuel delivered.

The price per litre in pence. For example if the fuel was Unit price (ppl) priced at £1.03 per litre, then you would enter 103.00 here. In the above example, gasoil has been entered at 60.50 pence

per litre.

Click the Confirm button to verify and save your fuel stock delivery details or the Cancel button to discard them.

#### 5.4 How to adjust the volume of fuel stored in a tank

Clicking on the Stock adjustment button will give you a screen similar to the one below. This screen allows you to adjust the volume of fuel stored in a tank and also gives an audit trail of the most recent stock adjustment records for the selected tank.



The information required is as follows:

Tank number Selectable from the dropdown list.

Notes Any information regarding the stock adjustment.

New level The measured volume of fuel in the tank. This volume may

be obtained from either a tank gauge or by manually dipping

the tank.

Click the Confirm button to verify and save your fuel stock adjustment details or the Cancel button to discard them.

#### 5.5 How to enter a manual fuelling record onto the system

Clicking on the Manual fuel entry button will give you a screen similar to the one below. This screen allows you to enter fuelling details from sites configured on you system which do not have an active fuel monitoring system.



The information required is as follows:

Date/time of fuelling
Fuelling location
Vehicle
Selectable from the calendar / dropdown lists.
The depot at which the fuelling occurred.
Selectable by reg., fleet or number.

Pump Selectable.

Fuel quantity The amount of fuel drawn.

Odometer reading The odometer reading (if known)

Click the Update button to save the entered details. The screen will reset to await the next entry. When completed, click the Return button to return to the Depots screen.

#### 5.6 Pumps

The information displayed is as follows:

Pump The pump number.

Hose The hose number (Will always be 1 for mechanical pumps).

Fuel Grade The type of fuel dispensed.
Lifetime Total Lifetime fuel throughput.
Period Total Period fuel throughput.

Period Start The start date/time for the period fuel throughput.

Updated The time at which the data was refreshed

The Edit button allows you to modify the pump totaliser values as shown below. The lifetime total may be modified to agree with the value displayed on you pump. The period total can only be reset by clicking the Reset Period Total button. Click the Update button to save your changes or the Cancel button to discard them.



### 6 Vehicle Groups Screen

On selecting the %ehicle Groups+tab at the top of the web page, a screen similar to the on below will be displayed:



On a new system, none of the groups will be assigned. First decide how many groups you need to use. Select the top \( \mathbb{m} \) dit+ button and enable as many groups as are needed by checking the boxes under the Group1, Group 2, Group3 and/or Group4 Headings. If only two are required, then just select groups 1 and 2, always work from the left.

Enter the Group names in the white boxes under each group heading being used, then press %Jpdate+

If you decide to change the names of the groups later, simply edit the relevant name later using the same screen.

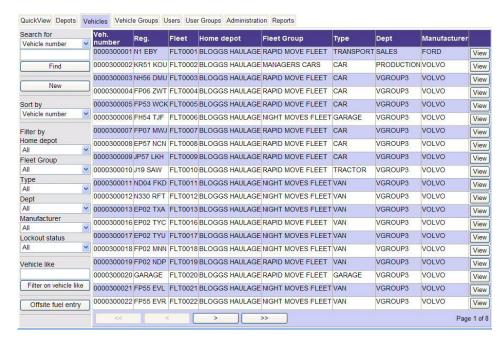
With the Groups identified, you will see that, for each grouping defined, there is a button with the group name on it now in the lower horizontal section. Select the first group and then click the %dd+button. You can now enter as many members of this grouping as you need. Repeat this for each grouping.

If you make a mistake, or need to change a group member, simply select the relevant group, then the offending group member, and click the ‰dit+button.

#### 7 Vehicles Screen

The Vehicles screen allows you to assign, modify and view your vehicle fleet details.

The exact layout of this screen will vary according to your specific system configuration but a general example is shown below.



#### 7.1 Sorting

By default, the list is ordered by vehicle number. However, this is selectable and may be by registration or fleet number.

### 7.2 Filtering

The list of vehicles can be filtered using the dropdown boxes on the left hand side of the screen. This can restrict the vehicles displayed by depot, by any of the enabled groups, or by the lockout status.

#### 7.3 Viewing or editing the details of an existing vehicle

To view or edit the details of a particular vehicle, simply click on the %iew+button on the right hand side adjacent to the required vehicle.

If you are having difficulty finding the vehicle or, if your fleet is large, use the %Search+facility at the top left of the screen. The search can be made on tag number, vehicle registration or fleet number.

**Note.** By moving the mouse cursor over a particular vehicle, you can quickly see the details of that vehicle without resorting to the full screen %iew+option. The details are displayed in a temporary %int+box.

By selecting the %iew+button, or after a successful search, the following screen is displayed:

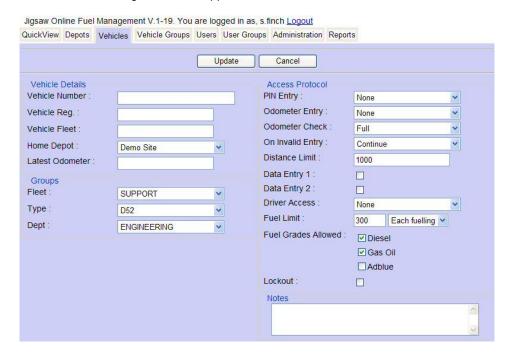


This screen shows all the current details of the selected vehicle as well as the latest fuelling transactions. To change any details, click the ‰dit+ button. To leave the screen, click the ‰eturn+ button. To remove this vehicle from the system, click the ‰elete+button.

**Note.** Deleting a vehicle will permanently remove it from the system and the details will not be retrievable.

#### 7.4 Assigning a new vehicle onto the system

To assign a vehicle to the system, Click the %New+button at the upper left of the screen. The following screen will appear:



Once the vehicle details have been entered, click the \*\*Mpdate+ button to save or \*\*Cancel+to discard the changes.

#### 7.5 Configurable vehicle details

The information stored against each vehicle is as follows:

- Vehicle Number. This is the number of the tag or card used to identify the vehicle or equipment to the fleet. This number will be found on the tag or card when issued.
- ii) Vehicle Reg. Enter the vehicle registration number.
- iii) Vehicle Fleet. Enter the vehicle fleet number if one is allocated.
- iv) **Home Depot.** Use the pull down box to select the home depot of this vehicle. If there is only one depot, then this will automatically be selected. For multisite systems, the home depot can be used as a further grouping for vehicles when generating reports.
- v) Latest Odometer. As vehicles are added, it is best to leave this entry blank as it indicates that the first entry at the fuel island should be accepted even if range checking is switched on. Later, if the vehicle odometer needs resetting (eg for a tacho change), then the new value may be edited in later.
- vi) **Groups.** There will be up to four boxes displayed here, depending on how many vehicle groups have been set up under the Wehicle Groups+tab. Select the appropriate entry for each group.

- vii) PIN Entry. There are three options here :
  - a. None No PIN will be requested.
  - b. **PTRP** Not yet available
  - P'Vend This uses an algorithm to generate a PIN number from the details of the tag or card presented. The user must enter this PIN correctly to start fuelling.
- viii) Odometer Entry. There are four options here :
  - a. None. No Input will be required by the user
  - b. **Miles.** User will be prompted to enter the odometer reading in Miles.
  - Kilometres. User will be prompted to enter the odometer reading in kilometres.
  - d. **Hours.** User will be prompted to enter the hours run reading for the vehicle or plant equipment.
- ix) Odometer Check. Three Options here:
  - a. None. Any odometer entered will be accepted
  - b. **UnderCheck.** So long as the number entered is less than the last recorded odometer, the number will be accepted.
  - c. **Full.** The number entered must be greater than the last recorded odometer, but must be less than that number plus the %Distance Limit+value input below.
- x) On Invalid Entry. Two Options here:
  - a. **Continue.** After three entries of the same %bad+odometer, the system will accept the value as correct and continue to fuel. This may be used in a situation such as when a tachometer has been changed, or a vehicle has been away from the site for some time.
  - b. **Lockout.** After three attempts of a bad odometer, the vehicle will be locked out. The assumption is that the tag has been found by an unauthorised user who doesnq have the vehicle to hand to get the latest mileage and is trying to steal fuel. This method of operation also educates drivers to enter the correct mileage as it is easier than ringing the office to get the vehicle enabled again.
- xi) **Distance Limit.** If full range checking on entered odometer is required, then the value input here is used to set the range in which the entered mileage must fall. The entered mileage must be greater than the last recorded mileage, but no greater than that figure plus the value entered here.
- xii) Data Entry 1 and 2. When the fuel island terminal is configured, two data prompts are programmed. These may be %lease Enter Your Mileage+, %Enter Job Number+, %lease Enter Police Collar Number+, Have you Checked Your Oil Today? (Y/N)+or anything else required by your business. None, either, or both of these prompts can be enabled so that the user is asked the associated question at the time of fuelling. Check whichever boxes are appropriate.

- xiii) Driver Access. Two Options here:
  - a. None. The user will not be prompted to identify himself.
  - b. Enabled. The user will be prompted to enter a driver PIN number or to use a driver tag to identify him/herself to the system. The method of identity is set when the fuel island terminal is configured.
- xiv) **Fuel Limit.** This limit can be set as an individual fill, daily, weekly or monthly total. To reduce the possibility of theft, it is prudent to set this limit to the approximate capacity of the fuel tank on the vehicle. At the fuel island, the pump will be turned off when this limit is reached.
- xv) **Fuel Grades Allowed.** Dependant on the number of grades of fuel managed by the fuel island terminal on this site, a number of checkboxes will be presented. Select the grades of fuel which this vehicle will need to draw. This is useful to stop diesel being drawn by petrol vehicles, or white diesel being used by plant equipment.
- xvi) **Lockout Checkbox.** This checkbox is used to enable the vehicle to fuel. If the box is checked, then fuelling will not be allowed. It is usual to leave this box unchecked so that fuelling can commence on presentation of the tag at the fuel island.
- xvii) **Notes.** Any special notes or information regarding this vehicle.

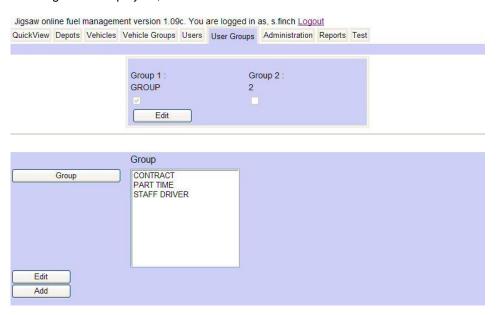
#### 7.6 Offsite fuel entry

If your system has been configured to allow the input of offsite fuelling details, then clicking the  $\mathfrak{L}$ ffsite fuel entryqbutton on the vehicle listing screen will give access to the following screen. This facility allows the input of fuelling data from  $\mathfrak{L}$ ffsiteqsources (eg service stations etc) to be incorporated into the system to produce accurate fuel consumption data etc.



### 8 User Groups

On selecting the %User Groups+tab at the top of the web page, a screen similar to the following will be displayed;



On a new system, none of the groups will be assigned. First decide how many groups you need to use. Select the top \( \mathbb{m} \) dit+ button and enable as many groups as are needed by checking the boxes under the Group1 and Group 2 headings. As with the vehicle groups, always work from the left.

Enter the Group names in the white boxes under each group heading being used, then press % Update+

If you decide to change the names of the groups later, simply edit the relevant name later using the same screen.

With the Groups identified, you will see that, for each grouping defined, there is a button with the group name on it now in the lower horizontal section. Select the first group and then click the %dd+button. You can now enter as many members of this grouping as you need. Repeat this for each grouping.

If you make a mistake, or need to change a group member, simply select the relevant group, then the offending group member, and click the ‰dit+button.

#### 9 Users Screen

The Users screen allows you to assign, modify and view your driver / fueller details. You will only have access to this screen if your system has been configured to accept driver or fueller access.

The exact layout of this screen will vary according to your specific system configuration but a general example is shown below.



#### 9.1 Sorting

By default, the list is ordered by user number. However, this is selectable and may be by user number or user ID.

#### 9.2 Filtering

The list of vehicles can be filtered using the dropdown boxes on the left hand side of the screen. This can restrict the users displayed either by depot or by any of the enabled groups.

The ±Jser ID likeqfilter allows a partial filter of the user ID field. For example, to view all users with a surname of TAYLOR, type ±TAYLORqin the box and click the button.

#### 9.3 Viewing or editing the details of an existing user

To view or edit the details of a particular user, simply click on the %iew+button on the right hand side adjacent to the required user.

If you are having difficulty finding the user or, if your driver/fueller is large, use the %earch+facility at the top left of the screen. The search can be made on user number or user ID.

**Note.** By moving the mouse cursor over a particular user, you can quickly see the details of that user without resorting to the full screen %liew+option. The details are displayed in a temporary %int+box.

By selecting the %iew+button, or after a successful search, the following screen is displayed:

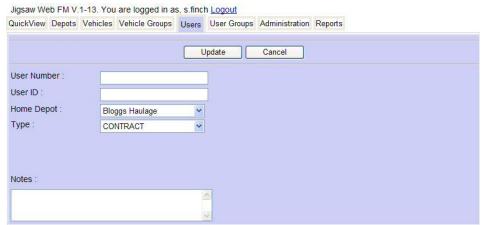
This screen shows all the current details of the selected user as well as the latest fuelling transactions. To change any details, click the ‰dit+ button. To leave the screen, click the ‰eturn+ button. To remove this user from the system, click the ‰elete+button.



**Note.** Deleting a user will permanently remove it from the system and the details will not be retrievable.

#### 9.4 Assigning a new user onto the system

To assign a new user to the system, Click the %New+button at the upper left of the screen. The following screen will appear:



Once the vehicle details have been entered, click the \*Update+ button to save or \*Cancel+to discard the changes.

#### 9.5 Configurable user details

The information stored against each user is as follows:

- User Number. The user number is either an issued number to be typed into the system, or the number of the tag issued to that driver.
- ii) User ID. This is the name of the driver associated with this User Number
- iii) **Home Depot.** A list of all fuelling sites controlled by this web site is available. The home site for this user should be chosen.
- iv) **Groupings.** There will be up to two boxes displayed here, depending on how many user groups have been set up under the \*\*User Groups+tab. Select the appropriate entry for each group.
- v) **Notes.** Any special notes or information regarding this user.

#### 10 Administration Screen

The %Administration+ screen gives access to password, data import/export and transaction editing functions.

#### 10.1 Security

On clicking the Security+option, the user is presented with the following screen:



To change the password, simply enter your current and required new password where indicated. Click the %Change Password+button to confirm.

#### 10.2 Fuelling data import

The %Fuelling data import+option facilitates the input of 3<sup>rd</sup> party fuelling information (for example fuelcards).

To upload a file to the server for processing, select %Upload fuelling data file+which will give a screen similar to the one below:



The import site reference and file format are preconfigured and will not require changing unless you are importing files from more than one supplier. Click the %Browse+ button to navigate to and select the file to be imported. When you have selected the correct file, click the %Bpload+ button to upload the file to the server for processing.

Once the file has been uploaded to the server, the % ist files+screen will appear as below:



The status of the file is set to Pending which means that the file has been copied to the server but has not yet been processed. Click the %convert+button to convert and process the data.

If the system is unable to process any of the records, the unprocessed records will be listed as below:



Either select % dit+ to modify the details or % gnore+ to mark the record as not for processing. Click the % e-process+button to reprocess any modified records.

The % ist files+ option gives a record of the files imported into the system. In the example below, the two most recent files have been successfully processed whilst the file uploaded on 23/02/2009 contains some unprocessed records.



#### 10.3 Fuelling data export

Clicking the %Greate new export file+ option will create a new file on the server containing the latest unprocessed fuelling data. To view and save the exported fuelling data, select %List files+to list the saved files as below:



This will open the standard browser download window as below:



Select % pen+to view the file or % ave+to save it to your PC.

#### 10.4 Transaction editor

The % ansaction editor+allows incorrect odometer entries to be corrected and, in the case of unauthorised (override) fuellings, the assignment of the fuelling details to the vehicle that actually fuelled. Records may be viewed by depot, transaction record type or vehicle. The example below shows unauthorised fuellings selected.



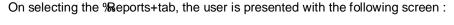
Clicking on the % dit+ button gives slightly different results dependant on the transaction record type. For an unauthorised (override) fuelling, the screen is shown below:

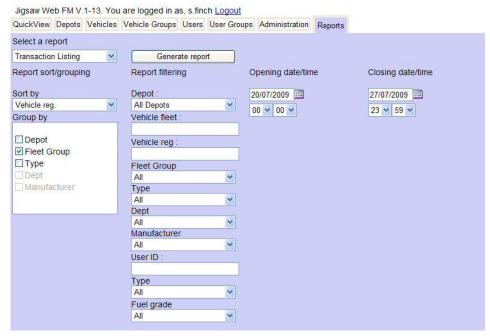


In the example above, the fuelling details are about to be transferred to F99 WFV with an odometer entry of 191259. Click \*Update+ to save the changes. The transaction record is now marked with ±qto show that it has been edited.



### 11 Reports.





This initial screen will change depending on the type of report required. The screen shown is for the Transaction Listing type report, but by selecting a different report type from the available list, the selectable options change.

The pre-defined report types available are:

- i) Transaction Listing.
- ii) Vehicle Fuel Usage.
- iii) Pump Throughputs.
- iv) Driver Assignment.
- v) Vehicle Assignment.
- vi) Group Fuel Usage.

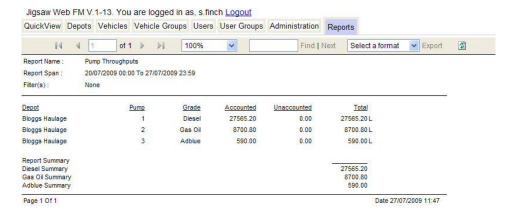
Each report type can be configured to suit your specific requirements using the various Sorts and Filters selectable through the web page before running the report. All reports can be set to cover any date and time range using the calendar boxes. You may either type the date or click the calendar icon to select from the pop-up calendar.

Examples of typical reports are given in Appendix 2.

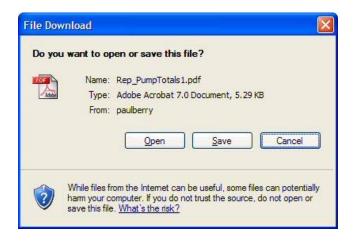
Once the report has been generated, it can either be viewed on screen, saved in Acrobat (.PDF) format to be printed or e-mailed, or, if more specific analysis is required, can be exported as an Excel format spreadsheet as detailed in the next section.

#### 11.1 How to print a report or export into Excel

Once you have generated your report, it may be exported into either Adobe Acrobat or Excel for viewing, printing or further data manipulation. This is done using the Exportgoption as shown below:



Select either %=xcel+or %=crobat (PDF) file+and then click %=xport+. This will open the standard browser download window as shown below:



Select % pen+to view the file in its specified format or % ave+to save it to your PC.

**NOTE :** If you do not currently have Adobe Acrobat installed on your PC, the free reader software may be downloaded from <a href="http://www.adobe.com/downloads/">http://www.adobe.com/downloads/</a>

To return, to the reports selection screen, click the £ontinueqbutton.

Continue

### 12 Frequently Asked Questions - FAQ's

#### 12.1 Why do pumps become disabled

There are two ways in which the system will deny use of a particular pump:

A/ By a site manager setting the pump to disabled either through the web site or at the fuel island terminal.

A Site manager may lock out a pump because of contaminated fuel, or to keep stocks in reserve, or for security at certain times of the day.

B/ The system will automatically lock out a pump if a fuelling transaction is repeatedly being started, but no delivery volume is detected.

On initial Fuel Island Terminal set up, the system is given settings for each pump which include a start time, an end time, and a null delivery cut off. The start time sets the number of seconds to wait after the pump has been turned on before turning it off again if no fuel has been delivered. The end time sets the number of seconds to wait before terminating a delivery after the fuel has stopped flowing. The null delivery cut off sets the number of consecutive start fuelling attempts which have resulted in no fuel delivery before the pump is disabled.

There are two main causes for null deliveries:

- The start time is to short and the fueller cand start the delivery in the time allowed. This can be remedied by extending the start time. The default setting is usually 45 seconds.
- ii. The pulser in the pump is broken so that although fuel is flowing, it is not detected by the system. This can only be remedied by repairing the pump.

#### 12.2 Why has a vehicle been automatically locked out?

Whilst a vehicle can be barred from fuelling any time by setting the %Lockout+flag on the vehicles details screen on the web site, it can also be automatically blocked from fuelling through bad mileage entry.

To ensure drivers are encouraged to input the correct mileage at the time of fuelling, the system can perform range checks on the input mileage before fuelling is allowed to commence. This range check can be just that the input mileage is greater than the last mileage entered, or it can be a window check where the mileage must be greater than the last known mileage, but not greater than the last known mileage and a figure set for that vehicle. If a bad mileage is entered three times the same, then the system can be configured to either accept the new mileage, or to lock out the vehicle. The vehicle would then have to be re-enabled through the web site.

#### 12.3 There is a discrepancy between the actual tank stock and the system book stock – what can cause this?

There are several reasons that this may happen, here are a few:

i) The fuel quantity put in to the tank was not what was on the delivery

Resolution: Dip tank before and after delivery.

ii) The fuel has leaked or has been stolen from the tank.

> Resolution: Check tank bund for signs of leakage. Secure access to the tank.

iii) Your pump is delivering a different amount of fuel to what is being sensed by the fuel island controller.

> Resolution: Have Pump Calibrated. Check wiring between pump and Fuel Island Terminal. Check Pulses per Litre setting for pump.

#### 12.4 How do I correct a discrepancy between the actual tank stock and the system book stock?

On the Depot Screen, click the %tock Adjustments+button, Select the tank you wish to adjust and input the correct amount of fuel. There is a small field to allow the input of the reason for the adjustment. A record of the adjustment will be kept in the deliveries adjustment log accessed by clicking the Switch View+Button.

#### 12.5 How do I tell the system about fuel deliveries?

On the Depot Screen, click the % tock Delivery+button. Select the tank you wish to add stock to and input the correct amount of fuel. There is a field available for the delivery note number so that you can check against records on invoices later. A record of the delivery will be kept in the deliveries adjustment log accessed by clicking the %Switch View+Button.

#### 12.6 I've lost an ID tag and need to stop it being used – how do I do this?

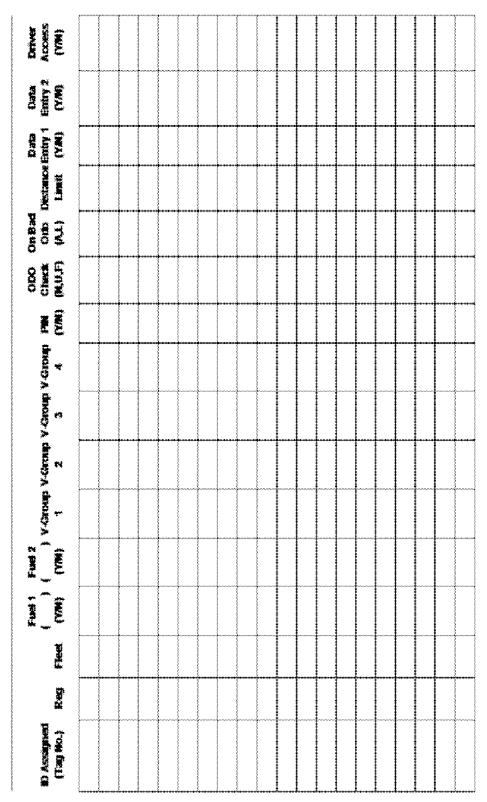
On the web site select the % wehicles+tab and use the search facility to find the vehicle to be Locked Out. The search can be against the ID Tag number, the vehicles Registration Number or its Fleet Number. Once the vehicle has been found, set the ‰ockout+Checkbox. The tag will not now be usable on any site across the network. The vehicle in guestion will have to be issued with a new tag to fuel. (See next FAQ).

### 12.7 How do I transfer an existing vehicle to a new ID Tag?

This is very simple. On the web site find the vehicle associated with the lost tag using the search facility which can find the vehicle using registration number, fleet number or the lost tag number. Once found, select the %dit+button and feed the details of the new ID Tag or card for that vehicle in to the %ehicle Number+box. All transactions associated with the new ID Tag or Card will be allocated to that vehicle and the ones using the old tag will also remain for reporting purposes.

# 13 Appendix 1.

### 13.1 Fleet data gathering form.



# 14 Appendix 2 – Report Examples.

### 14.1 Transaction report

Report Name :	Transaction Listing	iting										
Report Span :	23/07/2008 00:	23/07/2008 00:00 To 24/07/2008 23:59	8 23:59									
Filter(s):	None											
Date/Time	Veh Fleet	Veh Reg	User ID	Depot Pump	Data	Lifres	g	Dist	MPG	L/100K	Cost	
24/07/2008 14:34	FLT0086	MX07 GTY	70000	Bloggs Haulage 2 Goil		48.60	0	0	0.00	0.00	53.70	
24/07/2008 14:59	FLT0104	PACK HOUSE	07072	Bloggs Haulage 1 Dsl		29.30	0	0	0.00	0.00	32.38	
24/07/2008 15:04	FLT0017	EP02 TYU	ANDREW SUTTON	Bloggs Haulage 1 Dsl		39.90	178399	269 M	30.64	9.24	44.09	
24/07/2008 15:21	FLT0051	OP54 AYL	DON TOMLINSON	Bloggs Haulage 1 Dsl	6	39.30	674139	131K	9.36	30.00	43.43	
24/07/2008 15:22	FLT0051	OP54 AYL	DON TOMLINSON	Bloggs Haulage 2 Goil	6	18.50	0	0	0.00	0.00	18.23	
24/07/2008 15:47	FLT0070	FP05 FFR	SIMON CAMPBELL	Bloggs Haulage 2 Goil		200.20	0	0	0.00	0.00	221.22	
24/07/2008 15:50	FLT0070	FP05 FFR	SIMON CAMPBELL	Bloggs Haulage 2 Goil		200.20	0	0	0.00	0.00	221.22	
24/07/2008 15:58	FLT0054	OP54 AYP	CYRIL WILKINSON	Bloggs Haulage 1 Dsl	33	325.20	703752	Ä	0.00	0.00	359.35	
24/07/2008 16:00	FLT0054	OP54 AYP	CYRIL WILKINSON	Bloggs Haulage 2 Goil	33	80.30	0	0	0.00	0.00	88.73	
24/07/2008 18:09	FLT0082	NP05 GJX	BOB WILKINSON	Bloggs Haulage 1 Dsl	2008	274.70	592431	2098 K	21.56	13.09	303.54	
24/07/2008 18:11	FLT0082	NP05 GJX	BOB WILKINSON	Bloggs Haulage 2 Goil	2	38.60	0	0	0.00	0.00	42.65	
24/07/2008 16:44	FLT0058	OP54 AYW	ALWYN DAVIES	Bloggs Haulage 1 Dsl	111	170.00	659152	588 K	9.76	28.91	187.85	
24/07/2008 16:46	FLT0058	OP54 AYW	ALWYN DAVIES	Bloggs Haulage 2 Goil	111	78.60	0	0	0.00	0.00	86.85	
24/07/2008 17:12	FLT0067	JF55 CNT	08043	Bloggs Haulage 1 Dsl	0	138.30	487248	300K	6.20	45.43	150.61	
24/07/2008 17:33	FLT0068	JF55 YXV	EDWARD CUNLIFFE	Bloods Haulage 1 Dsl	0	325.60	425819	1583 K	13.56	20.83	359.79	
24/07/2008 17:50	FLT0049	OP54 AY.	DAVE WILLIAMS	Bloods Haulage 2 Goil	DF34	80.50	0	0	0.00	0 00	88.95	
				1	i		•	)				
Report Summary Diesel Summary Gas Oil Summary						6877.00 2033.80				2.7	7599.14 2247.33	
Page 3 Of 3									Date 24/0	Date 24/07/2008 17:51:10	:51:10	

## 14.2 Vehicle fuel usage report

Report Name : Report Span : Filter(s) :	Vehicle Fuel 23/07/2008 0 None	Usage 0:00 To 24/07/2	2008 23:59						
Veh Fleet	Veh reg	<u>Grade</u>	Litres	Open	Close	Distance	MPG	L/100K	Cost
Fleet Group =									
UNKNOWN	UNKNOWN	Dsl	122.80	0	0	0	0.00	0.00	135.70
UNKNOWN	UNKNOWN	Goil	24.60	0	0	0	0.00	0.00	14.88
Summary Diesel Summary Gas Oil Summary	1		122.80 24.60						135.70 14.88
Fleet Group = NI	SHT MOVES FLEE	ΞT							
FLT0070	FP05 FFR	Goil	613.10	0	0	0	0.00	0.00	370.92
FLT0088	PN08 JCB	Goil	41.90	0	0	0	0.00	0.00	25.35
FLT0028	FP05 CNJ	Goil	273.10	0	0	0	0.00	0.00	165.22
FLT0017	EP02 TYU	Dsl	39.90	178130	178399	269M	30.64	9.24	44.09
FLT0018	FP02 MNN	Dsl	70.00	234838	235356	518M	33.64	8.40	77.35
FLT0021	FP55 EVL	Dsl	53.60	57180	57672	492M	41.73	6.78	59.23
FLT0030	KP52 AZD	Dsl	39.70	98184	98679	495M	56.70	4.99	43.87
NIGHT MOVES F Diesel Summary Gas Oil Summary	-		203.20 928.10						224.54 561.49
Fleet Group = RA	PID MOVE FLEET	Г							
FLT0029	FP05 FFE	Goil	243.10	0	0	0	0.00	0.00	147.08
FLT0020	GARAGE	Goil	79.40	0	0	0	0.00	0.00	48.04
FLT0007	FP07 MWJ	Dsl	81.20	0	0	0	0.00	0.00	89.73
FLT0008	EP57 NCN	Dsl	49.40	24000	24000	OM	0.00	0.00	54.59
FLT0046	OP54 AYF	Goil	146.30	0	0	0	0.00	0.00	88.52
FLT0043	OP54 AYC	Goil	18.70	0	0	0	0.00	0.00	11.31
FLT0049	OP54 AYJ	Goil	104.80	0	0	0	0.00	0.00	63.40
FLT0051	OP54 AYL	Goil	33.10	0	0	0	0.00	0.00	20.02
FLT0053	OP54 AYN	Goil	62.10	0	0	0	0.00	0.00	37.57
FLT0054	OP54 AYP	Dsl	325.20	708511	703752	0 K	0.00	0.00	359.35
FLT0054	OP54 AYP	Goil	80.30	0	0	0	0.00	0.00	48.58
FLT0056	OP54 AYU	Dsl	281.50	0	0	0	0.00	0.00	311.06
FLT0056	OP54 AYU	Goll	22.60	0	0	0	0.00	0.00	13.67
FLT0058	OP54 AYW	Goll	97.90	0	0	0	0.00	0.00	59.23
FLT0060	NP05 GJU	Goll	54.90	0	0	0	0.00	0.00	33.22
FLT0062	NP05 GJX	Goll	38.60	0	0	0	0.00	0.00	23.35
FLT0068	JF55 YXV	Dsl	428.70	0	425819	0	0.00	0.00	473.72
FLT0104	PACK HOUSE	Dsl	29.30	0	0	0	0.00	0.00	32.38
FLT0086	MX07 GTY	Goil	99.30	0	0	0	0.00	0.00	60.07
FLT0077	M692 XBV	Dsl	91.70	179806	179860	54 K	1.64	169.81	101.33
FLT0067	JF55 CNT	Dsl	136.30	486948	487248	300 K	6.20	45.43	150.61
FLT0059	OP54 AYX	Dsl	251.30	805874	806485	611K	6.85	41.13	277.69
FLT0050	OP54 AYK	Dsl	114.60	710249	710574	325 K	7.97	35.26	126.63
FLT0116	JF55 TED	Dsl	243.70	317625	318316	691K	8.00	35.27	269.29
FLT0058	OP54 AYW	Dsl	327.50	658204	659152	948K	8.17	34.55	361,89
FLT0053	OP54 AYN	Dsl	429.80	663808	665113	1305 K	8.57	32.93	474.93
FLT0033	JF55 HNN	Dsl	149.20	458551	459014	463 K	8.74	32.22	164.87
FLT0060	NP05 GJU	Dsl	289.60	582882	583857	975K	9.50	29.70	320.01
FLT0042	OP54 AYB	Dsl	84.50	659898	660203	305 K	10.17	27.70	93.37
FLT0049	OP54 AYJ	Dsl	353.80	671393	672731	1338 K	10.68	26.44	390.95
FLT0037	GP51 EWL	Dsl	75.40	121074	121274	200M	12.06	23.49	83.32
Page 1 Of 2									7/2008 17:55:36

## 14.3 Pump throughputs report

Report Span : 23/0 Filter(s) : Nor	np Throughputs 07/2008 00:00 To 24/07/ ne	2008 23:59				
Depot	<u>Pump</u>	<u>Grade</u>	Accounted	Unaccounted	<u>Total</u>	
Bloggs Haulage	1	Diesel	7035.20	0.00	7035.20 L	
Bloggs Haulage	2	Gas Oil	2033.80	0.00	2033.80 L	
Report Summary Diesel Summary Gas Oil Summary					7035.20 2033.80	

## 14.4 Driver assignment report

Report Name:	Driver Assignment
Filter(s):	None
User Number	<u>User ID</u>
00600	PETE SHEPHERD
00635	PETER BOOTH
00569	PETER FORMSTONE
08044	PETER WYLAND
02041	PHLOWEN
00641	RAF PECCERILLO
08005	RAY ALMOND
00797	RAY LOMAX
00423	RICHARD KIRK
08027	RICHARD OGDEN
00389	ROBERT CROPPER
01473	ROBERT GRABOWSKI
06733	ROBERT SHARROCK
01433	ROBERT SPENCER
01432 02002	RUSSELL MILNER SALLY TOMLINSON
00570 00807	SAM KENWORTHY SHANE LEATHER
08017	SHAUN ALMOND
00812	SHAUN BALL
01438	SIMON CAMPBELL
09101	SIMON TREWN
02045	STEVE BLOKE CARTER
08030	STEVE GENT
02006	STEVE HOLLIS
00761	STEVE LIVESY
00728	STEVE OVERTON
00602	STEVE POTTER
02024	STEVE SHEILDS
00613	STEVE YOUNG
08007	STUART FINCH
00025	STUARTJUST
00428	THOMAS WILKINSON
00436	TOMAS MARO
00470	TOMASZ WABICH
08051	TRAVOR HILL
02017	WENDY NORTON
08052	WILLIAM COOKSON
08025	WILLIAM MCIVOR
00507	WILLIAM ORMROD
Page 3 Of 3	Date 24/07/2008 18:0:

## 14.5 Vehicle assignment report

Report Name : Filter(s) :	Vehicle Assignment None		
Vehicle Number	Fleet	Registration	
0000300049	FLT0049	OP54 AYJ	
0000300050	FLT0050	OP54 AYK	
0000300051	FLT0051	OP54 AYL	
0000300052	FLT0052	OP54 AYM	
0000300053	FLT0053	OP54 AYN	
0000300054	FLT0054	OP54 AYP	
0000300055	FLT0055	OP54 AYT	
0000300056	FLT0056	OP54 AYU	
0000300058	FLT0058	OP54 AYW	
0000300059	FLT0059	OP54 AYX NP05 GJU	
0000300060 0000300061	FLT0060 FLT0061	NPN05 GJV	
0000300061		NP05 GJX	
0000300062	FLT0062 FLT0063	MX55 SNC	
0000300064	FLT0064	JF55 HNH	
0000300065	FLT0065	JF55 HNM	
0000300066	FLT0066	JF55 HNN	
0000300067	FLT0067	JF55 CNT	
0000300068	FLT0068	JF55 YXV	
0000300069	FLT0069	N852 FDA	
0000300070	FLT0070	FP05 FFR	
0000300071	FLT0071	V409 DFR	
0000300072	FLT0072	M165 TWG	
0000300073	FLT0073	PN57 YWE	
0000300074	FLT0074	N852 CSC	
0000300075	FLT0075	OP54 HAM	
0000300076	FLT0076	K598 GPW	
0000300077	FLT0077	M692 XBV	
0000300078	FLT0078	R569 ESF	
0000300079	FLT0079	R852 CVU	
0000300080	FLT0080	R634 CVU	
0000300081	FLT0081	R621 ORB	
0000300082	FLT0082	R450 PDB	
0000300083	FLT0083	F99 WFV	
0000300084	FLT0084	OP56 AHV	
0000300086	FLT0086	MX07 GTY	
0000300087	FLT0087	OP54 AYV	
0000300088	FLT0088	PN08 JCB	
0000300089	FLT0089	LP05 SXT	
0000300090	FLT0090	OP53 MWA	
0000300091	FLT0091	R432 FRR	
0000300092	FLT0092	NP05 HFV	
0000300093	FLT0093	L141 NRH	
0000300104	FLT0104	PACK HOUSE	
0000300110	FLT0110	GD02 VHB	
0000300111	FLT0111	HIRE UNIT	
Page 2 Of 3			Date 24/07/2008 18:06:55

## 14.6 Group fuel usage report

	up Fuel Usage				
	7/2008 00:00 To 2	4/07/2008 23:59			
Filter(s): Non	e				
Fleet Group	<u>Grade</u>	<u>Litres</u>	Cost		
	Dsl	122.80	135.70		
	Goil	24.60	14.88		
NIGHT MOVES FLEET	Dsl	203.20	224.54		
NIGHT MOVES FLEET	Goil	928.10	561.49		
RAPID MOVE FLEET	Dsl	6709.20	7413.71		
RAPID MOVE FLEET	Goil	1081.10	654.06		
Report Summary Diesel Summary Gas Oil Summary		7035.20 2033.80	7773.95 1230.43		

# 15 Appendix 3

#### 15.1 Transaction alarm codes

Fuelling Records Unauthorised (override) fuelling Odometer override Null delivery Power failed while fuelling Null delivery cutoff	UF OO ND PF NC
Engineer/Manger Events Stock entry Tank dip Pump enabled Pump disabled Vehicle locked locally User locked locally Vehicle unlocked locally User unlocked locally Powerfail at FMU (when idle) Pump flow test	SE TD PE PD VL UL VU PF FT
Fueller logon Fueller logoff	F1 F2
Server declined vehicle or driver access Access denied	AD
Invalid Vehicle/User ID Attempted use of locked out user id Attempted use of locked out vehicle id Vehicle card has expired User card has expired Fuel limit exceeded Invalid vehicle Invalid user Invalid manager Invalid engineer Unknown vehicle fuelled Unknown driver fuelled	LU LV XV XU FX IV IU IM IE UV UD
PC Functions  Manual fuel entry Imported from file Offsite fuel entry	MF FI OF
<u>Transaction Editor</u> Modified using transaction editor	xx!

(Where xx is one of the above codes or blank for a standard fuelling record. When a record has been modified using the transaction edit facility, this is indicated by addin ±q to the existing alarm code. For example, a modified override fuelling record would be ±JF!qA modified standard fuelling record would simply be ±q